

# Osprey Range

Wood Burning Stoves • Osprey 5 / Osprey eVe / Osprey 8

To be retained by the user for future reference

Thank you for purchasing an Osprey stove



Serial Number:

Document Osprey 0101 • Version 1 Date 10/11/23

T E C H N I C A L M A N U A L

# Important!

**To ensure that you gain the most from your purchase, please take a few minutes to read through this manual before lighting the appliance for the first time.**

**Before installation, please ensure that the correct model has been supplied. Please make a note of the serial number of your appliance in the space provided on the front cover of this manual as this will be requested if you require technical assistance in the future. Please also ensure that the commissioning checklist at the rear of the manual is completed in full.**

**Since April 2002 only registered competent installers can install solid fuel appliances. Installations carried out by non-registered installers must be inspected by local authority building control. For more information please contact hetas at: [www.hetas.co.uk](http://www.hetas.co.uk) or telephone: 01684 278170.**

- Before installation and/or use of this appliance please read these instructions carefully to ensure that all requirements are fully understood.
- This appliance must be installed by a registered engineer, or approved by building control, failure to do so may endanger life and property.
- All the instructions in this manual should work in conjunction with building regulations document J. If there is a variation the most stringent requirement should be adhered to.
- The installation of this appliance must comply with current Building Regulations and local regulations, including those referring to national and European standards.
- Do not operate this appliance if it becomes damaged.
- Improper use, maintenance or fitting parts other than those approved by the manufacturer could lead to the appliance becoming damaged or unsafe which in turn could lead to personal injury or damage to the property and will void the warranty.
- The appliance must not be modified in anyway unless authorised by ACR Heat Products Ltd.
- The appliance should be inspected regularly to ensure the airways are clean and free from obstruction and the chimney swept at least once a year.
- The external surfaces of this appliance will be very hot to the touch when in operation and due care will need to be taken when operating the appliance to ensure safety. A fire guard should be fitted if it is likely that the elderly, infirm or children may come into contact with the appliance.
- This appliance has been designed for intermittent operation.
- This appliance must not be used as an incinerator.
- Each installation is unique to the property, the information contained in this manual may not give exact installation requirements for your installation.
- The installation must comply with Building Regulations, European Standards and Local authority bylaws. Asbestos This appliance contains no asbestos, if there is the possibility of disturbing any asbestos in the installation of this appliance then specialist advise must be sought and appropriate precautions taken. Metal Parts This appliance may contain sharp metal edges, take care when installing or servicing this appliance to avoid personal injury. Please use appropriate personal protective equipment at all times.

# Technical Data & Declaration of Performance



ACR HEAT PRODUCTS Ltd.

Unit 1 Weston Works, Weston Lane, Tyseley, Birmingham, B11 3RP +44 121 7068266

**Models:** OSPREY 5 - 5Kw , OSPREY eVe P/LS – 5kw , OSPREY 8 – 8kw

**Intended Use:** Intermittent domestic heating appliance.

**Independently Performance & Safety tested by:** Engineering Test institute, Public Enterprise, Hudcova 424/56b, 621 000 Brno, Czech Republic, **Notified Body No:** 1015

Model	Osprey 5	Osprey eVe P/LS	Osprey 8
Performance Characteristics using	Wood Fuel ≤20% Moisture	Wood Fuel ≤20% Moisture	Wood Fuel ≤20% Moisture
Appliance weight (packed/unpacked): (Kg)	118/105	105/90	140/125
Additional Characteristics Test Standard	DIN+	DIN+	DIN+
Declared Nominal Output: (kW)	5	5	8
Approximate Output: (kW)	2.5 – 7.0	2.5 – 7.0	3.5 – 11.0
Harmonised EN European Standard (hEN)	BS EN13240: 2002 Amd 2: 2005	BS EN13240: 2002 Amd 2: 2005	BS EN13240: 2002 Amd 2: 2005
Test Report Issue Date	26/09/2023	26/09/2023	26/09/2023
Total Efficiency (net): (%)	83.8	80.6	83.8
Gross Efficiency: (%)	76.3	73.3	76.3
Tested Nominal Output: (kW)	5.0	5.0	8.0
Tested wood re-fuelling interval: (min)	50	45	50
Flue gas mass flow: (g/s)	5.1	5.4	5.1
Mean CO emission (@13%O <sub>2</sub> ): (%)	0.08	0.07	0.08
Mean NOX emission (@13%O <sub>2</sub> ): (Nmg/m <sup>3</sup> )	93	110	93
Mean CnHm emission (@13%O <sub>2</sub> ): (Nmg/m <sup>3</sup> )	38	48	38
DIN + particulates (@13%O <sub>2</sub> ): (Nmg/m <sup>3</sup> )	19	32	19
Mean Flue Temperature: (°C)	239	247	239
Approximate max log length: (mm)	330	200	330

## Max Temperatures

Directly under Stove: (°C)	≤100	≤100	≤100
Integrated Log Store: (°C)	≤100	≤100	≤100

## Safety Distances from Combustibles

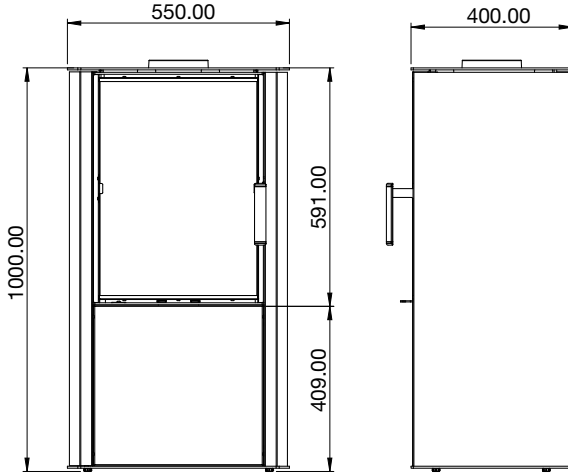
	Osprey 5	Osprey eVe P/LS	Osprey 8
Rear	150	150	150
Side	150	150	150
Above	3 x diameter of flue pipe	3 x diameter of flue pipe	3 x diameter of flue pipe

Signed for and on behalf of the manufacturer by:

Jason Searle, Technical and Development Manager ACR Heat Products Ltd. 26/09/2023

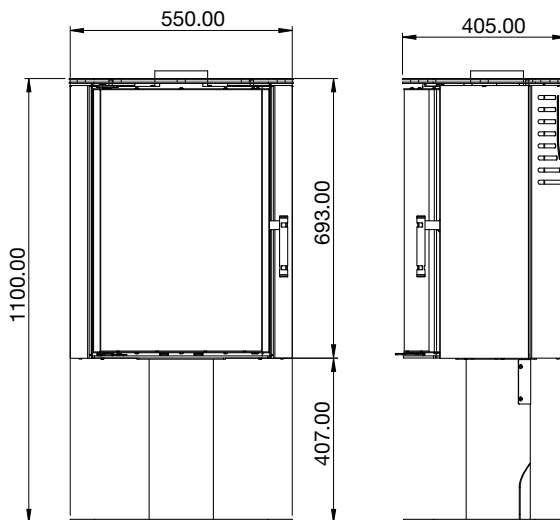
# Osprey Range Specifications

## OSPREY 5



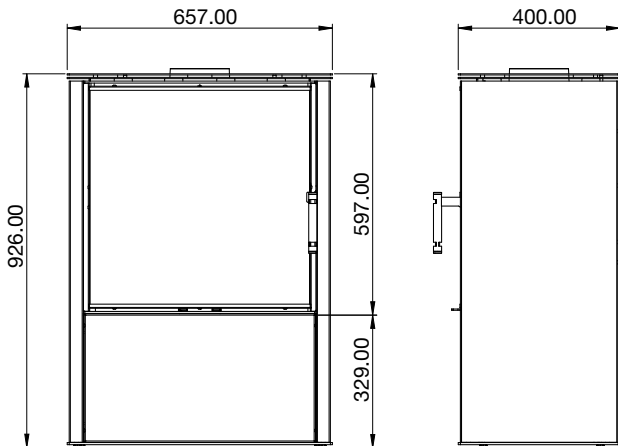
Construction	Steel
Black handle as standard	
Fuel type	Woodburner
Nominal output	5kw
Thermal efficiency	83%
12mm hearth	(less than 100°C)
Weight	118kg
Width	550mm
Height	1000mm
Depth	400mm
Glass	384mm x 530mm
Flue Diameter	125mm
Direct Air	100mm

## OSPREY eVe



Construction	Steel
Black handle as standard	
Log store option available	
Fuel type	Woodburner
Nominal output	5kw
Thermal efficiency	81%
12mm hearth	(less than 100°C)
Weight	105kg
Width	550mm
Height	1100mm
Depth	405mm
Glass	648mm x 400mm
Flue Diameter	125mm
Direct Air	100mm

## OSPREY 8



Construction	Steel
Black handle as standard	
Fuel type	Woodburner
Nominal output	8kw
Thermal efficiency	82%
12mm hearth	(less than 100°C)
Weight	140kg
Width	657mm
Height	926mm
Depth	400mm
Glass	530mm x 544mm
Flue Diameter	125mm
Direct Air	100mm
Additional ventilation required	

\*\*\* Please note that Building Regulations Document J advises that additional permanent air supply is required for appliances with an output of above 5Kw.

With modern properties additional air may be required as Document J suggests that additional air would be a benefit.

- If design air permeability  $\geq 5.0\text{m}^3/(\text{h}\cdot\text{m}^2)$  then 550mm<sup>2</sup>/kW of appliance rated output above 5kW
- Or
- If design air permeability  $\leq 5.0\text{m}^3/(\text{h}\cdot\text{m}^2)$  then 550mm<sup>2</sup>/kW of appliance rated output
- If in doubt, please consult your registered installer for advice.

**DO NOT INSTALL IN A ROOM CONTAINING AN EXTRACTOR FAN UNLESS THE APPLIANCE HAS BEEN CORRECTLY TESTED IN ACCORDANCE WITH BUILDING REGS DOC J**



# The Clean Air Act 1993 and Smoke Control Areas

Under the Clean Air Act local authorities may declare the whole or part of the district of the authority to be a smoke control area. It is an offence to emit smoke from a chimney of a building, from a furnace or from any fixed boiler if located in a designated smoke control area. It is also an offence to acquire an "unauthorized fuel" for use within a smoke control area unless it is used in an "exempt" appliance ("exempted" from the controls which generally apply in the smoke control area).

In England appliances are exempted by publication on a list by the Secretary of State in accordance with changes made to sections 20 and 21 of the Clean Air Act 1993 by section 15 of the Deregulation Act 2015. Similarly in Scotland appliances are exempted by publication on a list by Scottish Ministers under section 50 of the Regulatory Reform (Scotland) Act 2014.

In Northern Ireland appliances are exempted by publication on a list by

the Department of Agriculture, Environment and Rural Affairs under Section 16 of the Environmental Better regulation Act (Northern Ireland) 2016.

In Wales appliances are exempted by regulations made by Welsh Ministers.

- **The Osprey range (5 / eVe / 8) has been recommended as suitable for use in smoke control areas when burning wood. As such, when the secondary/tertiary slider is in the closed position it remains open by 2mm and is prevented from closing by a screw.**



Further information on the requirements of the Clean Air Act can be found here: [www.gov.uk/smoke-control-area-rules](http://www.gov.uk/smoke-control-area-rules)

Your local authority is responsible for implementing the Clean Air Act 1993 including designation and supervision of smoke control areas and you can contact them for details of Clean Air Act requirements.

## CO Alarms

It is required by building regulations that whenever a new or replacement wood/solid fuel or biomass appliance is installed in a dwelling a carbon monoxide alarm to BS EN 50292:2002 must be fitted in the same room as the appliance.

The alarm should be installed according to the alarm manufacturers instructions and should not be considered a substitute for the appliance being installed incorrectly or regular maintenance of the appliance or flue system by a competent person.

# Installation Instructions

## Important information

Before installation and/or use of this appliance please read these instructions carefully to ensure that all requirements are fully understood.

This appliance must be installed by a registered engineer, or approved by building control, failure to do so may endanger life and property.

All the below instructions should work in conjunction with building regulations document J, if there is a variation the most stringent requirement should be adhered to. Each installation is unique to the property, the information contained in this manual may not give exact installation requirements for your installation.

The installation must comply with Building Regulations, European Standards and Local authority bylaws.

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## Location of the unit

The appliance must stand on a level, non-combustible hearth with a minimum thickness of 12mm.

The Osprey range of stoves has been tested and approved for use with a superficial hearth, therefore the hearth temperatures are below 100°C and the use of a constructional hearth is not necessary.

The superficial hearth must extend fully beneath the appliance and extend 150mm to either side and 300mm in front of the appliance.

The hearth should also incorporate a

## Metal Parts

This appliance may contain sharp metal edges, take care when installing or servicing this appliance to avoid personal injury. Please use appropriate personal protective equipment at all times.

## Fire Cement

Some types of fire cement are caustic and should not be allowed to come into contact with the skin. In case of contact wash immediately with plenty of water.

## Asbestos

This appliance contains no asbestos. If there is the possibility of disturbing any asbestos in the installation of this appliance then specialist advice must be sought and appropriate precautions taken.

clearly defined edge (change of level/clear demarcation line) to discourage the placement of combustible materials within the hearth area.

The hearth and building construction must be of a suitable material to comply with current building and local authority regulations.

The fabrication of the construction must have a suitable load bearing capacity for the appliance and hearth.

If in any doubt, please consult a competent person for advice before proceeding.

# Ventilation Requirements

Building Regulations document J states that purpose provided permanent ventilation is not required in England and Wales unless the appliance nominal rated output is greater than 5kW.

The Osprey 5 & eVe have a nominal output of 5Kw and therefore do not require additional ventilation, unless:

- The air permeability of the building is less than  $5.0\text{m}^3 / (\text{h}.\text{m}^2)$ , then 550mm of permanent ventilation/Kw of the nominal output is required as per Building Regulations document J.
- If the appliance is installed into or adjacent to, a room containing an extractor fan then additional testing and ventilation is required in line with Approved Document (A.D.) 1.21

The Osprey 8 has a nominal output of 8Kw and therefore requires additional ventilation as per Building Regulations document J.

If difficulty in starting the fire or any excessive fuming is experienced, ventilation may be used in place as required to eliminate these flue problems.

If a flue draught stabiliser is fitted then extra ventilation is required. See Document J of the Building Regulations for detailed guidance especially in new build properties which often require purpose provided ventilation be added.

## Outside direct combustible air connection

The Osprey range of stoves are supplied with the ability of using a dedicated 100mm diameter direct connection duct through a suitable route to the outside air. It can be connected to the underside of the stove and should be fitted at the time of stove installation.

Only the approved kit for Osprey stoves should be used (DA100).

This is designed to supply all the necessary air(Primary, Secondary and Tertiary) for safe combustion and operation of the stove.

Providing there is no depressurisation of the property by mechanical or other types of ventilation, the flue, chimney and ventilation duct are working correctly, and properly maintained clear of obstructions or leaks etc.

The kit supplies all the primary, secondary and tertiary air to the stove and may be used where mechanical ventilation and heat recovery (MVHR) units are used.

Some additional instructions for installation are provided with the dedicated kit supplied.

**NOTE: in order to register the installation with HETAS/Building Control as of 2016 certain extra testing and certification is required if using an outside air connection.**

## Flue Draft

A flue draught at the flue collar of the appliance with a minimum reading of 2.2mm to a maximum 3.5mm water gauge (22 to 35 Pascals) is required for satisfactory appliance performance. This relates to 12-25 Pascals at the tapping on EN13240/13229 test rigs which is often quoted.

The Osprey range requires a minimum of 12Pa within 3 minutes of ignition (with the stove door closed) for correct combustion.

The flue draught should be checked under fire at start up and high output, if the values fall outside of the stated parameters then remedial works should be carried out.

If it greatly exceeds the recommended maximum, a draught stabiliser must be fitted in line with building control document J so that the rate of burning can be controlled to prevent overfiring.



## Flue Requirements

The flue must comply with current Building Regulations Document J.

The Osprey range of stoves have an internally removable baffle, and therefore are able to be swept through the appliance.

The construction of masonry, flue block, insulated flue systems and flexible flue liners must comply with the manufacturers instructions at all times.

### The flue must be:

- ✓ A 150mm flue diameter is recommended, 125mm may be used if the appliance still has its smoke exempt stop in place
- ✓ In sound condition and provide sufficient draft (minimum 12Pa within 3 minutes of ignition) and a minimum of 22Pa at high output level

- ✓ Suitable for use with solid fuel burning appliances
- ✓ Be able to clean the entire length of the flue system without removal of the appliance
- ✓ Free from deposits
- ✓ Well insulated
- ✓ At least 3.5m in height from flue collar to termination, with no more than 4 x 45° bends in any one flue system and have a maximum horizontal length of no more than 20% of the overall vertical height
- ✓ The termination should be sited as to avoid a negative pressure zone

### The flue must not be:

- ✗ Shared with other appliances
- ✗ Weight bearing on the appliance
- ✗ A smaller diameter than the appliance flue collar size (125mm)

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## Rear flue installations

The Osprey range of stoves is capable of a rear flue option.

If this is a preferred flueing option, then careful consideration should be given to minimising the horizontal length of flue from the appliance collar to where the flue-way transitions to vertical.

Building regulation document J states that a maximum horizontal length of 150mm is permissible, however up to 450mm is acceptable providing that a flue draft calculation is completed and approved, by both the manufacture of the flue components and the appliance manufacturer in writing.

This documentation must accompany a

successful flue draft test as stated above and inline with Building regulations document J.



## Clearances to non-combustible materials

The Osprey range of stoves can be recessed into a suitably sized, non-combustible fireplace or stood close to non-combustible materials.

However a permanent free air gap of at least 50mm is recommended to be left at each side, 150mm above and at least 50mm at the back of the stove to obtain reasonable heat output and for access to the stove for removal, maintenance and servicing.

A clearance of 150mm to each side will give a better heat output and facilitate any remedial works to be undertaken.

For a corner installation the same guidelines apply but consideration should be taken to allow the door to fully open.

To calculate the distance from the glass to any combustible materials please see the below combustible material chart.

In accordance with Building Regulations document J all non-combustible walls closer than 400mm to the stove should be at least 75mm thick. Please refer to Building Regulations document J for all other stipulations regarding building structure.

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## Clearances to combustible materials

### *Safety Distances from Combustibles*

	Osprey 5	Osprey eVe P/LS	Osprey 8
Rear	150	150	150
Side	150	150	150
Above	3 x diameter of flue pipe	3 x diameter of flue pipe	3 x diameter of flue pipe

If using single wall flue pipe, there must be a clearance of at least 3 times the diameter of the flue pipe (e.g. 125mm diameter pipe = 375mm minimum clearance) from any combustible materials e.g. wooden beam, this can be measured using a “line of sight” This distance may be reduced by using an appropriate heat shield in line with Building regulations document J and maintaining a 12mm air gap between the shield and the combustible material.

Curtains and soft furnishings should be a minimum of 1m away from the appliance.

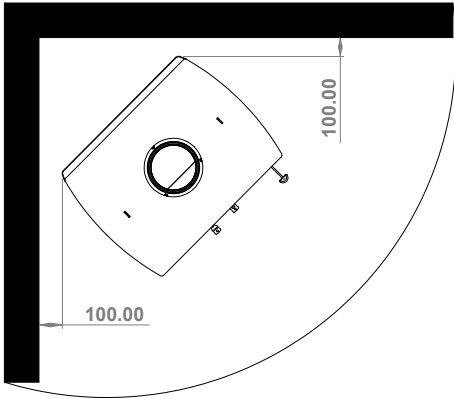
Adequate space should be provided for servicing the appliance.

Please be mindful of heat transfer to electronic devices and artwork hung over the fireplace.

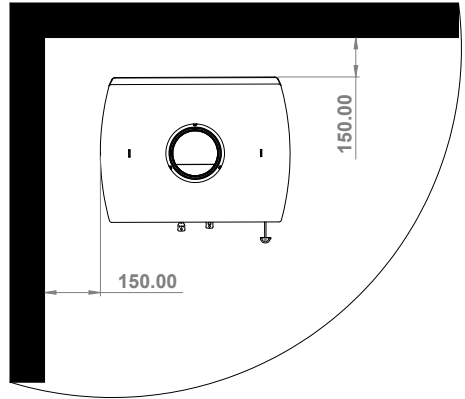
Please remember that this appliance has been designed to provide heat and if installed into a recess enough space should be left around the appliance to enable the heat produced to rise and escape from the recess back into the room.

# Clearance to combustible materials

## Osprey 5 and Osprey 8

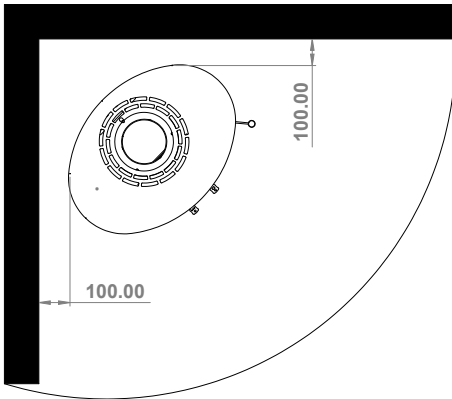


*Osprey 5 / 8 corner installation, insulated / single skin flue.*

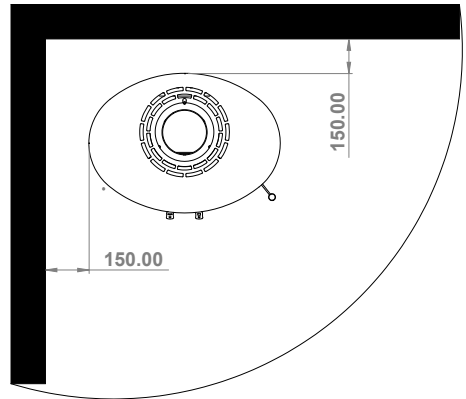


*Osprey 5 / 8 insulated / single skin flue.*

## Osprey eVe



*Osprey eVe corner installation, insulated / single skin flue.*



*Osprey eVe insulated / single skin flue.*

# Installation of the unit

The appliance is supplied pre-assembled with the flue spigot in the top exit position and the Smoke Exempt stop in place.

**The Smoke Exempt stop must not be removed unless the appliance is installed in a non-smoke exempt area and this action should only be undertaken by a competent person.**

To remove the smoke exempt stop, remove the air intake collar located at the rear of the appliance on the underside by turning anti-clockwise. The smoke exempt stop (4mm Allen key bolt) will be located next to the secondary air slider spinwheel, this will allow the air slider to fully close.

## Pre-installation assembly

- 1 Carefully remove the wooden packing crate and plastic weather shield from the stove, open the appliance and check the contents.
- 2 Make sure that none of the internal components have moved in transit.
- 3 If you intend to use the appliance as a rear flue stove please follow the below instructions.
- 4 Remove the free floating top plate & undo the 3 x 10mm nuts securing the flue collar in place.
- 5 Remove the partially cut out blanking plate section from the rear panel and discard. Remove the 3 x 10mm nuts securing the blanking plate and remove.
- 6 Reattach the flue collar to the rear exit aperture by tightening the 3 x 10mm nuts.
- 7 Reattach the blanking plate to the top exit aperture by tightening the 3 x 10mm nuts.
- 8 Replace the free floating top plate into position
- 9 Insert the cosmetic steel plate into the recess on the top plate.

## Stove installation

Prior to installation please confirm that the correct model Osprey stove has been supplied.

## Packing list

Your Osprey stove will contain:

- 1 x Technical manual
- 1 x Pair of ACR heat resistant gloves
- 1 x Energy label
- 1 x Cosmetic blanking plate

If in the unusual instance that any of these component are missing please contact either your supplying dealer or ACR direct to inform as failure to do this may result in these items incurring a charge.

## Installation requirements

The installation must comply with Building Regulations document J, European Standards and Local authority bylaws.

## Commissioning and handover

After the installation is complete test as per Building Regulations document J and complete the commissioning document located in this manual.

Failure to complete the commissioning document contained within this manual may invalidate the warranty

Advise the customer to “burn in” the stove and not to fire the appliance at full output until at least 3-4 kindling fires have been completed.

Explain that the stove can provide a much higher or lower output than the rated heat outputs depending upon fuel loads used and how they are operated.

Warn the customer that using excessive air (having the air controls fully open for too long) can over-fire and irreparably damage the stove.

Damage caused by over firing is NOT covered by any warranty.

On completion of the installation and commissioning, check all parts of the appliance are correctly fitted and ensure that the operating instructions and operating tools (including gloves and any multi-functional tool if supplied) for the stove are left with the customer.

You must be sure to advise the customer on the correct use of the appliance with the fuels likely to be used on the stove and warn them to use only the recommended fuels for the stove.

# Operating Your Stove

## Recommended Fuels

- ✓ **Wood:** hardwood such as ash, oak and beech which have been cut for at least 2 years and stored under shelter. The logs should have a maximum moisture content of 20%. Maximum log length 330mm, maximum width 100mm.

## Prohibited Fuels

- ✗ **Green wood:** i.e wood which is less than 2 years old with a moisture content of above 20%.
- ✗ **Recovered wood:** i.e pallets, railway sleepers etc. These will have been chemically treated and will pollute the atmosphere and possibly overheat the appliance.

- ✗ **Smokeless fuels**

- ✗ **Housecoal or Bituminous coal:** these fuels will soot up the airways of the stove and possibly overheat the appliance.

- ✗ **Petroleum Based Coke:** over 20% content - this will overheat the appliance and possibly damage the unit.

- ✗ **Liquid fuels**

- ✗ **Paraffin fire lighter blocks:** these can cause damage to the glass of your appliance

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## Important note

You may also experience fumes and a haze being given off by the stove during the first firing and possibly for the next couple of firings as the paint cures. This is normal but please ensure that the room is well ventilated during this period.

In the rare event of a malfunction due to overheating or a chimney fire, the air slides should be shut down completely and the fuel allowed to burn out. In the event of a chimney fire, once the air control has been closed completely, dial 999 for assistance. If the appliance has overheated, the appliance and flue will need to be inspected for any damage before it can be operated again.

## Using your appliance for the first time

- To allow the appliance to bed in, and fixing glues and paint to fully cure, only fire the appliance using kindling and just get hot for at least three fires.
- Before lighting the next small fire please allow the appliance to return back to room temperature.
- During these first small fires you may experience a haze and unpleasant smell as the paint cures, do not touch the paint and keep the room well ventilated.

**Please note that during the first firing, we recommend a small fire is lit and that you slowly increase the temperature to enable the various parts to expand normally.**

# User Instructions

Please read carefully to get the best from your Osprey stove

- Pull both air sliders fully forwards.
- Place two small wood logs onto the grate leaving a small 20mm gap between the logs.
- Place 10-12 pieces of kindling on top of the logs in a cross hatch method.
- Place a non-paraffin based firelighter on the top of the kindling.
- Light the firelighter and push the door to but do not engage the handle lock fully
- Wait for the fuel load to fully ignite (approximately 3 minutes) before fully closing the door and engaging the handle.
- Once the fuel load has fully establish (approximately 5 minutes) the primary air lever (left) can be fully closed and the secondary air lever (right) can be regulated down to the desired comfort setting.
- The burning rate can be altered by pushing in the secondary air lever to regulate the amount of air entering the combustion chamber and therefore the heat output of the stove:
- Note - the stove is pre-fitted with a smoke exempt stop which will prevent the air control lever from fully closing.
- Care should be taken to ensure that the logs are not placed where there is a danger that they may fall onto the glass or out of the chamber when the door is opened.
- Never load logs into the appliance that are oversized or too long for the combustion chamber, they could press against the glass and cause damage when alight. The maximum log length is 330mm
- Never empty the ashes when the stove is in operation, always wait until the stove had burned out and cold.
- **NEVER leave the ashes inside the building, this can cause dangerous levels of harmful Carbon Monoxide to form in your home**
- A helpful video on lighting your Osprey stove can be found on our website "A guide to lighting your Stove":  
<https://acrheatproducts.com/video>
- For more helpful information please visit the frequently asked questions section on our website:  
<https://acrheatproducts.com/faqs>

## Re-fueling

When re-fuelling the stove **always refuel onto a bed of hot embers**, fully open both air levers by pulling them forward until the new fuel is well alight, before closing the primary air lever and regulating the secondary lever to the desired setting, until the new fuel is well alight, before adjusting the air control for the desired setting.

If there is insufficient burning material in the firebed to light a new fuel charge, excessive smoke emission can occur. Refuelling must be carried out onto a sufficient quantity of glowing embers and

ash that the new fuel charge will ignite in a reasonable period. If there are too few embers in the fire bed, add suitable kindling to prevent excessive smoke.

## **Fuel overloading**

Never overload the stove - it will work very well with two medium sized logs. The amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke and may cause products of combustion to spill into the room.

## **Stove slumbering**

The Osprey range of stoves has been designed and tested as an intermittent wood burning appliance.

Under no circumstances should this appliance be operated as a slumber style of stove or for continuous overnight burning.

This may cause damage to the appliance and cause excess smoke and pollutants to enter the atmosphere.

## **Glass**

Never operate the appliance if the glass panel is broken or cracked. This can cause the appliance to overfire, which may damage the appliance and flue system and may cause a danger to persons and property. Only use once the glass is replaced and the sealing gaskets checked for integrity. Only replace with a manufacturers approved glass.

## **Operation with door left open**

Operation with the door open can cause excess smoke and overfiring of the appliance. The appliance must not be operated with the appliance door left open except as directed in the instructions.

## **Dampers left open**

Operation with the air controls or appliance dampers open can cause excess heat within the appliance. The appliance must not be operated with air controls, appliance dampers or door left open except as directed in the instructions.

**Never leave the stove unattended until the new fuel is well alight.**

## **Persistent fume emission is dangerous and must be investigated.**

If fume emission persists, open doors and windows to ventilate the room and let the fire die out. Have the chimney inspected for blockages and clean if required. Do not relight the fire until the cause has been found. We recommend that you seek professional advice.

This appliance has been designed to be burned with the door closed at all times other than when refuelling.

It should not be operated as an open fire.

Typical refuelling intervals for wood is 60 minutes.

# Maintenance

**The appliance must be serviced annually by a competent engineer to ensure it's continued safe operation as a condition of the warranty. A receipt for each service and chimney sweep must be provided as evidence in the unlikely event of a claim being made.**

## Daily Maintenance

- The grate should be cleaned regularly and the ash pan emptied daily.  
**Never allow the ash in the ashpan to overfill allowing ash to be in contact with the underside of the grate.**  
This will overheat the grate and cause premature wear and distortion.
- The glass can be cleaned using a soft damp cloth and a non abrasive window cleaner or ACR Glassbright glass cleaner available from your local stockist.
- Do not clean the glass of your stove with abrasive cleaners or scratch pads as this may damage the surface of the glass causing it to weaken.
- Never allow the door gasket to become wet when cleaning the glass, this will deteriorate the gasket prematurely.

## Periodic Maintenance

- The chimney must be swept at least once a year together with the flue pipe connection. Care should be taken to ensure that there is not a build up of soot on the baffle and in the airways of the appliance.
- If the appliance has not been operated for long periods, the flue should be inspected and swept before use to ensure there are no blockages within the flue.

- The internal ceramic panels of the appliance should be checked regularly for soundness. If any wear and tear is found, we recommend these parts are replaced immediately.
- Check the rope door seals are intact and are not worn. These should be replaced on an annual basis to ensure the correct operation of this appliance.
- Is advisable as part on the periodic maintenance of your appliance to lubricate the moving parts of your stove i.e. handle, air control, door hinges with a suitable high temperature dry lubricant (i.e. micro-fine graphite powder) this will ensure the correct operation of your appliance.
- It may be necessary to adjust to tension of the door closing mechanism during the lifetime of the appliance as the sealing rope will compress over time, this is achieved by the adjusting the bracket on the body of the stove to the required tension.

## Summer

- When the stove is not going to be used for long periods e.g. the summer months, we recommend that you keep the air slides fully open and the door slightly ajar if possible. This will help to prevent condensation which may in turn lead to internal corrosion of component parts.



# Refractory internal panels

During the normal operation of your Osprey stove, the refractory panels will experience heating and cooling. Sometimes minor hairline cracks can occur. All Osprey stoves have a steel or cast iron structure behind the panels and therefore even if the cracks get larger, the stove will still operate safely.

It is advisable to replace the internal panels when:

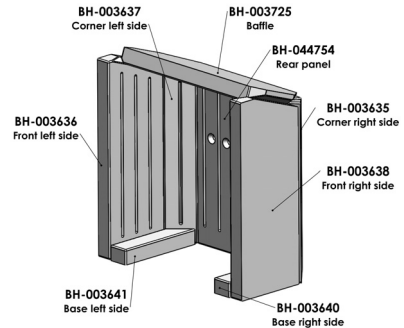
- The cracks are greater than 3mm.
- The surface of the refractory panel has eroded more than 25% of it's original thickness, or
- When the panel starts to crumble and fall apart in chunks.

To prevent the issue from happening and prolong the life of your internal panels, the homeowner should "burn in" the refractory panels in the new appliance by building small kindling fires to begin with and then gradually working up to a larger fire. When adding more fuel to the fire, caution should be used to prevent excessive mechanical damage to the panels.

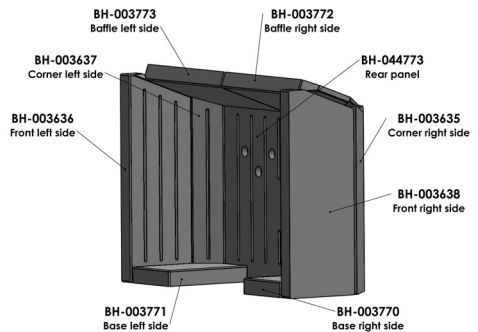
ACR Heat Products bears no responsibility for the loss or damage of any kind to the internal panels during or after installation or during the normal operation of the appliance.

**Use only replacement parts recommended by the manufacturer.**

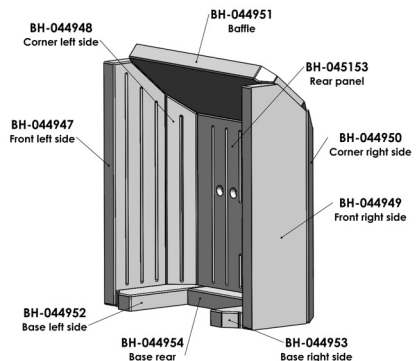
*Osprey 5 refractory panels parts diagram:*



*Osprey 8 refractory panels parts diagram:*



*Osprey eVe refractory panels parts diagram:*



# Commissioning Check List

Please tick boxes when each procedure is completed

Ensure that the serial number has been recorded on the front of the manual for future use	
Visual inspection of appliance and flue ensure that all internal components are fitted correctly (these may have shifted in transit)	
Ensure the door seals are in good condition and that the glass is secured correctly in the door (do not over tighten the glass as this will prohibit its expansion and could cause the glass to crack)	
Test on flue including satisfactory smoke test: Record flue draught reading	Pa/Wg
Spillage test preformed in accordance with available guidance	
Check socket joints and seals on the flue and appliance	
Instruct user on correct fuels and fuel storage	
Ensure the customer is aware that fumes may be given off during the first firings as the paint cures	
Instruct user on essential maintenance in particular annual maintenance of appliance and flue	
Hand over user instructions & demonstrate operation and all controls to the user	
Ensure that a Notice Plate has been completed and fixed in position	
Ensure that an approved Carbon Monoxide alarm has been fitted in correct location as per Building Regs Doc J	

Installation Company:

Installation Engineers Name:

# Annual Service Record

## 1st Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 2nd Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 3rd Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 4th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 5th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 6th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 7th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 8th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 9th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

## 10th Annual Service

Company Name:

Engineer Name:

Date Completed:

Safety Tests:

Passed:  Failed:

# Osprey 5 Parts Information

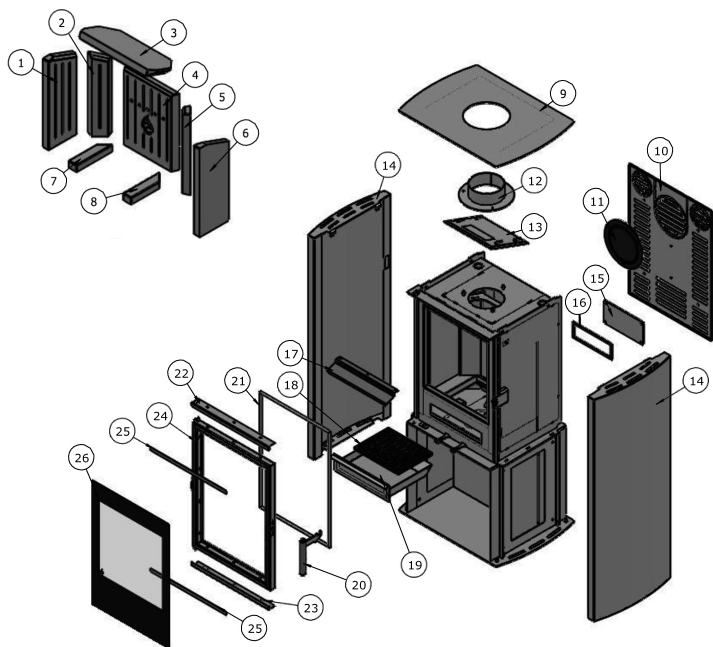


Diagram No.	Description	Part No.
1	Front left side ceramic panel	BH-003636
2	Corner left side ceramic panel	BH-003637
3	Ceramic baffle	BH-003725
4	Rear ceramic panel	BH-044754
5	Corner right side ceramic panel	BH-003635
6	Front right side ceramic panel	BH-003638
7	Base left side ceramic panel	BH-003641
8	Base right side ceramic panel	BH-003640
9	Steel top plate	BH-033344
10	Outer back panel	BH-015453
11	Cast iron blanking plate	BH-003448
12	Flue collar	BH-045039
13	Upper steel baffle	BH-044760
14	Left/right side panel	BH-033330
15	Lower rear access panel	BH-015431
16	Access panel gasket	TB004765
17	Air control cover plate	BH-003686
18	Cast iron grate	BH-002014
19	Ash pan	BH-003667
20	Door handle	BH-046784
21	Door rope seal	TB004757
22	Top glass retainer	BH-003652
23	Bottom glass retainer	BH-003651
24	Door	BH-040129
25	Glass rope seal	TB004760
26	Front door glass	BH-044759

# Osprey 8 Parts Information

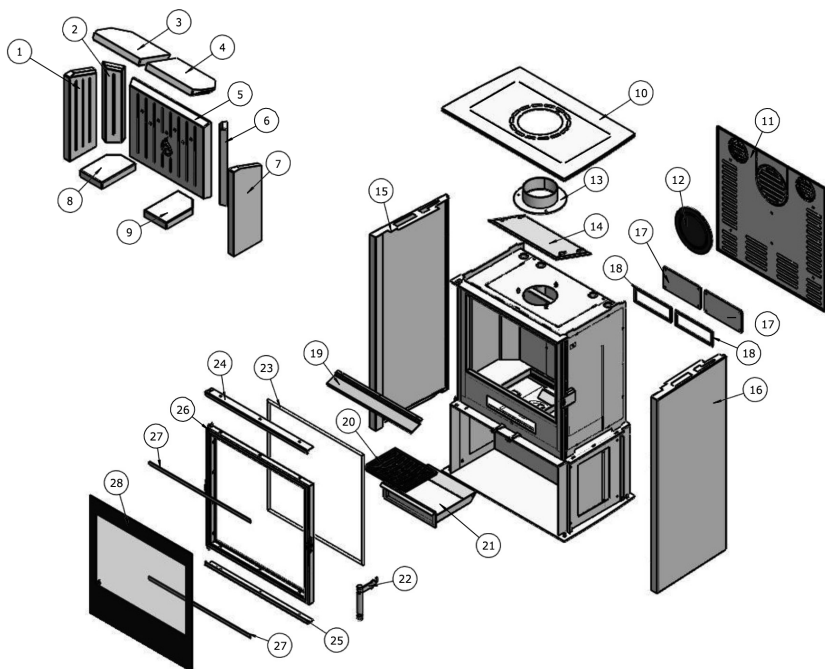


Diagram No.	Description	Part No.
1	Front left side ceramic panel	BH-003636
2	Corner left side ceramic panel	BH-003637
3	Left side ceramic baffle	BH-003773
4	Right side ceramic baffle	BH-003772
5	Rear ceramic panel	BH-044773
6	Corner right side ceramic panel	BH-003635
7	Front right side ceramic panel	BH-003638
8	Base left side ceramic panel	BH-003771
9	Base right side ceramic panel	BH-003770
10	Steel top plate	BH-017387
11	Outer back panel	BH-017396
12	Cast iron blanking plate	BH-003448
13	Flue collar	BH-044206
14	Upper steel baffle	BH-044785
15	Left outer side panel	BH-003657
16	Right outer side panel	BH-003661
17	Lower rear access panel	BH-015431
18	Access panel gasket	TB004765
19	Air control cover plate	BH-003789
20	Cast iron grate	BH-002014
21	Ash pan	BH-003667
22	Door handle	BH-046784
23	Door rope seal	TB004757
24	Top glass retainer	BH-003776
25	Bottom glass retainer	BH-003777
26	Door	BH-040145
27	Glass rope seal	TB004761
28	Front door glass	BH-044778

# Osprey eVe Parts Information

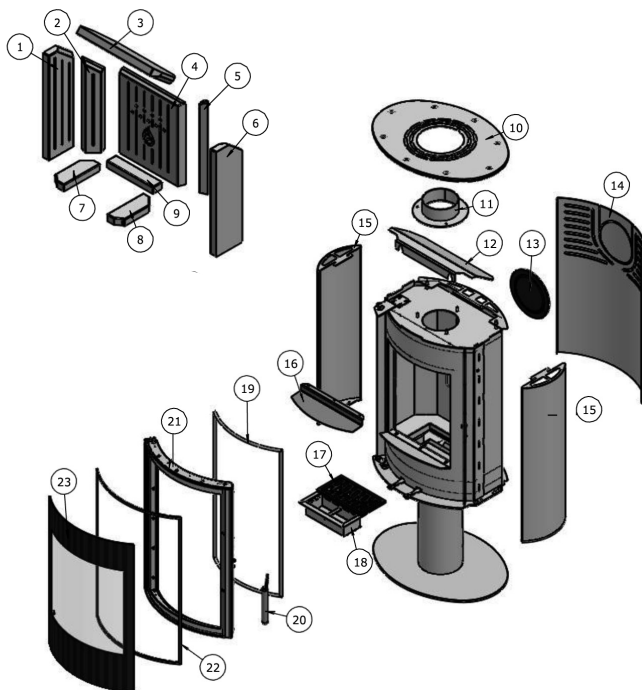


Diagram No.	Description	Part No.
1	Front left side ceramic panel	BH-044947
2	Corner left side ceramic panel	BH-044948
3	Ceramic baffle	BH-044951
4	Rear ceramic panel	BH-045153
5	Corner right side ceramic panel	BH-044950
6	Front right side ceramic panel	BH-044949
7	Base left side ceramic panel	BH-044952
8	Base right side ceramic panel	BH-044953
9	Base rear ceramic panel	BH-044954
10	Steel top plate	BH-044959
11	Flue collar	BH-045038
12	Upper steel baffle	BH-045061
13	Cast iron blanking plate	BH-003448
14	Outer back panel	BH-044964
15	Left/right outer side panel	BH-045019
16	Air control cover plate	BH-044996
17	Cast iron grate	BH-002013
18	Ash pan	BH-024190
19	Door rope seal	TB004757
20	Door handle	BH-041557
21	Door	BH-044990
22	Glass rope seal	TB004765
23	Front door glass	BH-045156



# Troubleshooting

## Your Stove

Problem	Reason	Action
Rapid creosote build-up in the chimney or flue system	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content). Operate at a high temperature for short periods each time the appliance is used to avoid large build-ups of tars and creosotes
Tar coming from flue joints	Appliance operated at continuous low temperature	Operate at a high temperature for short periods each time the appliance is used to avoid large build ups of tar and creosotes. See user instructions for correct use of air control
	Using poor quality wood	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Strong acrid smell after the appliance is lit	Appliance operated at continuous low output	Operate at high output for short periods. See user instructions for correct use of air control
	Using poor quality wood	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Wind noise from the air control	High flue draught	Consult your installer for advice on suitable flue system
Dirty firebricks	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Dirty glass	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Glass blackening	Using poor quality wood	Use dry seasoned wood ( $\leq 20\%$ moisture content)
	Low flue draught	Consult your installer for advice on suitable flue system
	Incorrect use of air control	See user instructions for correct use of air control
	Appliance operated at continuous low temperatures	Operate at high output for short periods. See user instructions for correct use of air control

## Weather Effects

Problem	Reason	Action
Windy days, intermittent smoke spillage into room when appliance door is opened	Down draught in flue caused by air turbulence caused by nearby buildings or trees	Weather conditions combined with the flue terminal position can have an effect on the appliance performance. Consult your installer
Calm days, intermittent smoke spillage into room when appliance door is opened	Over size flue giving poor flue draught	Weather conditions combined with the flue terminal position can have an effect on the appliance performance. Consult your installer
Damp/rainy days lighting and burning problems	Flue temperature low/rain water inside flue	Use good quality wood to start and maintain the fire, consult your installer to fit a rain cowl
Wind noise from the air control	High flue draught	Consult your installer for advice on suitable flue system



Problem	Reason	Action
Difficulty starting the fire and keeping it burning well	Low flue draught	Consult your installer
	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Poor burning control	High flue draught	Consult your installer
Short burn times	Wet wood ( $\geq 20\%$ moisture) Insufficient amount of fuel or excessive softwood fuel	Use dry seasoned wood ( $\leq 20\%$ moisture content)
	Using poor quality wood	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Excessive heat output (over firing)	Air control left fully open	Close air control to reduce output
Low heat output	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
	Low flue draught	Consult your installer for advice on suitable flue system
Excessive fuel consumption	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
	High flue draught	Consult your installer for advice on suitable flue system
Smoke and small flames	Excessive use of softwood	Do not use building off cut timber or pallet wood
	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)
Intermittent smoke spillage into room when appliance door is opened	Low flue draught	Consult your installer for advice on suitable flue system
	Incorrect additional ventilation air into building	Consult your installer
Continuous smoke spillage into room when appliance in use	Blocked flue	Open all doors and windows to ventilate the room. Allow the fire to burn out. Check flue for blockage. Do not re-use until cause of spillage is identified. Consult your installer for advice.
Excessive smoke from chimney	Wet wood ( $\geq 20\%$ moisture)	Use dry seasoned wood ( $\leq 20\%$ moisture content)

Key to Symbols:  $\leq$  - Less Than     $\geq$  - More Than

## Smoke Emission Guidance

The flue system has two main functions:

- To safely remove the smoke, fumes and combustion gases from the appliance.
- To provide a sufficient amount of flue draught in the appliance to ensure the correct amount of combustible air is introduced to keep the fire burning.
- The flue draught is caused by rising hot gases when the appliance is lit.
- Tar and creosote are a major cause of chimney fires. If the appliance experiences problems with tar build up, consult a chimney sweep before continued use of the appliance.

**For advice on the correction of persistent flue problems consult a qualified competent engineer before continuing to use the appliance.**

# Warranty Claim Form

In the unlikely event of a warranty claim, please complete the below claim form and return it to your supplying dealer:

Customer Name:

Customer Address:

Postcode:

Daytime Tel:

Mobile Tel:

Model Name:

Model Number:

Serial Number:

Date of purchase:

Date of installation:

Installer's Name and address:

Installer's Registration Number:

Building Control Certificate Number:

(if not installed by a registered competent installer)

Dealer Name and address:

## Warranty Information

**10  
YEAR  
WARRANTY**

With the aim of constantly improving our products, all modifications considered necessary may be made without notice.

This manual is correct at time of printing.

The warranty covers parts only and ACR will not be responsible for any labour charges to replace the parts.

**Our appliances are guaranteed against faults and hidden defects subject to the following conditions:**

The appliance must have been installed by a registered competent installer (e.g. HETAS) or inspected by local authority Building Control.

The appliance must be installed and operated in accordance with our instruction manual.

The appliance must be serviced annually by a competent engineer to ensure it's continued safe operation as a condition of the warranty. A receipt for each service and chimney sweep must be provided as evidence in the unlikely event of a claim being made.

All Stoves are covered by a 10 year warranty which covers all stove body

castings / stove body steel panels.

It does not include consumable items such as glass, door seals, Accumite panels, firebricks, baffles, ashpans, ashpan runners, grates, log guard, paint / enamel finish. This 10 year warranty is only applicable when the stove is purchased from one of our recommended retailers.

If a stove from any of our brands is purchased from a non-recommended retailer then only a 12 month warranty will be applicable as outlined below.

All stoves are covered by a 1 year warranty when purchased through a non-recommended retailer, which covers all stove body castings / stove body steel panels. It does not include consumable items such as glass, door seals, Accumite panels, firebricks, baffles, ashpans, ashpan runners, grates, log guard, paint / enamel finish.

Your statutory rights are not affected by this warranty.

Full warranty information can be viewed on our website [www.acrheatproducts.com/warranties](http://www.acrheatproducts.com/warranties)

# OSPREY

STOVES

From  
**ACR**   
**STOVES**

Unit 1, Weston Works, Weston Lane, Tyseley Birmingham B11 3RP, England.

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